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PART--I-- Orders and Notifications by the Government of Tripura, The High Court, Government Treasury etc.

GOVERNMENT OF TRIPURA
GENERAL ADMINISTRATION (AR) DEPARTMENT

NO.F.5(2)-GA(AR)/2014/2221 Dated, Agartala, the 29th October, 2018.

NOTIFICATION

Subject:- Adoption of the guideline regarding handling of Complaints in Department in respect of anonymous and pseudonymous complaints.

The undersigned is directed to enclose herewith the guidelines regarding handling of complaints in Departments in regard to anonymous and pseudonymous complaints as contained in the O.M. No.F.104/76/20111-AVD. I dated 18th October, 2013 as communicated by the Ministry of Personnel & Public Grievances & Pensions Office No. A-54/2/2014-AR(Ad.I) dated 12th March, 2014, which has been adopted by the Government of Tripura.

The undersigned, therefore, request all Addl. Chief Secretaries/Principal Secretaries/ Secretaries/Special Secretaries/Heads of Departments to follow the above guideline for dealing similar matter in the State Government.

This shall take effect from the date of issue of this Notification.

Enclo :- As stated.

N. Darlong
Secretary to the
Government of Tripura.

To

1. All Addl. Chief Secretaries/Principal Secretaries/Secretaries/Special Secretaries, Govt. of Tripura.
2. The Director General of Police, Tripura, Agartala.
3. The Principal Chief Conservator of Forests, Tripura, Agartala.
4. All Heads of Departments, Govt. of Tripura.

Government of India
Ministry of Personnel & Public Grievances & Pensions
(Department of Personnel & Training)

No.104/76/2011-AVD.I Dated, New Delhi, the 18th October, 2013.

OFFICE MEMORANDUM

Subject:- Guidelines regarding handling of complaints in Ministries/Departments.

The undersigned is directed to say that the instructions regarding dealing with anonymous and pseudonymous complaints as contained in this Department's OM No. 321/4/91-AVD. III, dated 29th September, 1992 and as reiterated vide DOP&T's OM No. 371/38/97-AVN.III, dated 3/11/1997, being at variance with instructions issued by CVC in this regard vide curcular No.3(V)/99/2 dated 29th June, 1999, No. 98/DSP/9, dated 31st January, 2002 and 11th October, 2002, had been receiving the attention of the Government for the past some time.

2. The matter was examined afresh in consultation with the Central Vigilance Commission, Subsequent to the Public Interest Disclosure & Protection of Informers' Resolution - 2004 (PIDPI), the Commission has created a mechanism for handling complaints where identity of the complainant is kept secret and the complainant is provided protection. This has been endorsed and operationalized by the Central Government with the approval of the competent authority.

3. In view of the fact that complainants who desire to protect their identity now have the protection of the Public Interest Disclosure & Protection of Informers' Resolution - 2004 (PIDPI), the following procedure is laid down for handling anonymous and pseudonymous complaints, in supersession of instructions contained in DoP&T's OM No. 321/4/91-AVD.III dated 29th September, 1992:

(i) No action is required to be taken on anonymous complaints, irrespective of the nature of allegations and such complaints need to be simply filed.

(ii) Complaints containing vague allegations could also be filed without verification of identity of the complainant.

(iii) If a complaint contains verifiable allegations, the administrative Ministry/Department may take cognizance of such complaint with the approval of the competent authority to be designated by the Ministry/Department as per their distribution of work. In such cases, the complaint will be first sent to the complainant for owning/disowning, as the case may be. If no response is received from the complainant within 15 days of sending the complaint, a reminder will be sent.After waiting for 15 days after sending the reminder,if still nothing is heard, the said complaint may be filed as pseudonymous by the Ministry/Department.

4. Instructions contained in para-3 above would also be applicable (with appropriate competent authority to be designated under para 3 (iii) above) for dealing with complaints against Secretaries to the Government of India or Chief Executive / CMDs / Functional Director of PSEs/PSBs/FIs, which will continue to be referred to the Cabinet Secretariat for placing before the Group of Secretaries headed by the Cabinet Secretary/Secretary (Co-ordination) in the Cabinet Secretariat, as the case may be, as per procedure given in Department's OM No. 104/100/2009-AVD.I, dated 14/1/2010 and DPE's OM No. 15(1)/2010-DPE(GE), dated 11/3/2010, as amended from time to time.

G. Srinivasan
Under Secretary to the
Government of India.